



Information Advice and Guidance Worker

Whitehawk Inn

Job Description

Ref: 912

Fixed Term until 31 March 2020 (with the possibility of an extension subject to funding)

Job Summary

The Information, Advice and Guidance Worker post holder will provide person-centred, impartial, one to one advice and guidance session relating to digital and financial inclusion, learning, volunteering and employment opportunities. The post holder will also be expected to facilitate group sessions relating to these areas. The work will be based in Whitehawk and other locations throughout the city.

Responsible To

- Project Manager

Duties / Responsibilities

Client Support

1. To be an initial point of contact for potential clients and existing clients (at risk of financial and digital exclusion)
2. To provide initial assessment of client needs
3. To support clients to enrol on appropriate courses and activities
4. To liaise with other project staff, volunteers and external agencies to signpost clients to appropriate services for their learning, skills development and employment needs
5. To build relationships of trust with clients
6. To liaise with providers to address client support needs
7. To advise clients on further training and progression routes both in house and with other providers. Support learners in transition to other places of learning
8. To gather feedback from learners, tutors and others Centre users and report issues and trends to the rest of the team

Outreach

9. To liaise with agencies, local community groups and partner organisations to understand the needs of clients affected by financial & digital exclusion and to share information about the opportunities available to their clients
10. To make contact and build relationships with potential clients and groups affected by financial & digital exclusion
11. To facilitate learning & other opportunities for the groups identified above

Other

12. To liaise with other members of the Moneyworks partnership and to attend meetings of Moneyworks frontline workers
13. To ensure that all activities and achievements are recorded as specified, this includes writing reports on activities and writing case studies
14. To meet monitoring and evaluation requirements

It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.